2013 UnitedHealthcare Community Plan BAYOU HEALTH Grievances and State Fair Hearings Report							
I. Contact Information							
Health Plan ID	2162438						
Health Plan Name:	United HealthCare Community Plan						
Contact Name:	***						
Contact Email	***						

## October - December UnitedHealthcare Community Plan BAYOU HEALTH Grievances and State Fair Hearings Report II. Review Activities Grievances State Fair Hearings Number of grievances reviewed: 13 Number of grievances/State Fair Hearings resolved: 13 Number of grievances considered invalid: N/A Average length of time to complete each grievances/State Fair Hearing: 7.77 6.2 Number of overturned decisions at State Fair Hearing Level: NA Number of State Fair Hearing cases where plan reversed its decision in the member's favor: NA Percentage of overturned decisions at the State Fair Hearing level: NA NA Percentage of State Fair Hearing cases where plan reversed its decision in the member's favor: 25% In cases where the health plan decision was overturned in the member's favor at the State Fair Hearing level, what were the most common reasons? In State Fair Hearing cases where the health plan reversed its decision in the member's favor, what were the most common reasons? Additional information List the top 5 reasons that were most commonly the subject of grievances: Quality of Care Attitude of Staff/Provider Timeliness Grievances | State Fair Hearings Percentage of overturned decisions at State Fair Hearing Level in Contract Year 2013: NA Percentage of State Fair Hearing cases where plan reversed its decision in the member's favor in Contract Year 2013: NA

## 2013 Bayou Health Shared Plan: UnitedHealthcare Community Plan Grievances Summary Report

\*Grievances received or completed in 2013 (If grievance was not completed in 2013, write "pending" in column 3.)

Grievance Reporting Period:

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(1) Date Grievance Received	(2) Medicaid ID of Member	(3) Individual & Relationship to Person Filing Grievance (Member, Authorized Rep. or Provider)	(4) Reason for Grievance (Use Number Code from Reason Summary)	(5) Grievance Reason Narrative	(6) Date Grievance Completed	(7) Number of Days to Resolve	(8) Details of resolution
				The member was not satisfied with the quality of			
10/17/2013	***	Member	1	care she received from the provider.	10/21/2013	5	QoC Investigation
				The provider and his staff were rude towards the			
10/23/2013	***	Member	3	member.	11/1/2013	10	Changed PCP
				The provider behavior in the office was			Unable to speak with
				unprofessional.			member, did not return voice
11/4/2013	***	Member	3		11/14/2013	11	messages
							Member decided to stay with current PCP, mailed provider
11/13/2013	***	Member	5	There was a long wait in the provider's office.	11/18/2013	6	directory
11/25/2013	***	Member	3	The provider spoke to the member in an unprofessional manner.	12/11/2013	17	E-mailed spreadsheet of orthopedic specialists.  Member to follow-up with PCP.
				The member had a long wait in the provider			
12/3/2013	***	Member	5	office.	12/10/2013	8	Changed PCP
12/4/2013	***	Member Representative	1	The mother feels the provider is not helpful. She has to figure and do everything on her own.	12/6/2013	3	QOC investigation
12/4/2013	***	Member Representative	1	The mother feels the provider is not helpful. She has to figure and do everything on her own.	12/6/2013	3	QOC investigation
				The provider did not examine the member			
12/4/2013	***	Member	1	properly.	12/16/2013	13	QOC Investigation
	***			The provider did not refer to specialist in timely		_	
12/3/2013	***	member	1	manner	12/9/2013	7	QOC investigation
40/0/0040	***	Monthar		The provider is not examining the member	40/40/0040	_	000 investigation
12/9/2013	- · · · · ·	Member	1	proper The provider refused to see the member	12/16/2013	8	QOC investigation  Mailed Provider Directory,
		Member		because the mother was 20 mins late to the			indicated they wanted to
12/19/2013	***	Representative	3	appointment	12/23/2013	5	change PCP.
12/13/2013		Nepresentative	<u> </u>	αρροιπιπιστιτ	12/23/2013	J	Called membe with list of
				Member can not find an accepting podiatrist in			providers as well as mailed
12/26/2013	***	Member	3	the network.	12/30/2013	5	listing of Podiatirsts.
			-				



## October - December 2013\_\_\_\_\_ UnitedHealthcare Community Plan BAYOU HEALTH State Fair Hearing Summary Report

\*Annual Report: If hearing was not completed in 20\_\_, indicate status as "pending" in column 7

Date Request Received		<u> </u>					l:	State Fair Hearing Reporting Period	
10/2/2013   ***   Member   epidural injection for back pain   9   Policy, Epidural injections for Pain Management is not a covered benefit.   10/25/2013   13   up	(9) Determination (Upheld, Overturned, Withdrawn)	Number of Business Days	Date Hearing Was	(6)	Reason for State Fair Hearing (Use Number Code from Reason	(4) Type of Service Denied	Individual & Relationship to Person Requesting State Fair Hearing (Member, Authorized Rep. or		Date Request
10/17/2013         ***         Member         epidural injection for back pain         9         Policy, Epidural injections for Pain Management is not a covered benefit.         11/11/2013         24         up           10/21/2013         ****         Member         Wounds Care         9         n/a         5         Re           11/6/2013         Member         Abdominal/Pelvic CT Scan         9         12/16/2013         1         with           11/22/2013         Member         Saphenous Vein Ablation         9         n/a	upheld	13	10/25/2013	Policy, Epidural injections for Pain Management is not a covered	9	epidural injection for back pain	Member	***	10/2/2013
11/6/2013	upheld	24		Policy, Epidural injections for Pain Management is not a covered	9	epidural injection for back pain	Member	***	10/17/2013
11/6/2013	Pavarcal	5	n/o		۵	Wounds Care	Mambar	***	10/21/2013
11/22/2013	withdrawn								
11/27/2013 Authorized rep. ( Provider) network facility 8 12/3/2013 Member Bariatric Surgery 9 1/10/2014 pending pe	n/a	n/a	n/a		9	Saphenous Vein Ablation	Member		11/22/2013
	n/a	7	n/a		8	·	Authorized rep. ( Provider)	***	11/27/2013
	pending	pending	1/10/2014		9	Bariatric Surgery	Member	***	12/3/2013
12/13/2013 Member Representative Home Health Care 12 pending pending pe	pending	pending	pending		12	Home Health Care	Member Representative	***	12/13/2013
nding	1, (1)	Determination (Upheld, Overturned Withdrawn)  upheld  upheld  Reversal  withdrawn  n/a  n/a  pending	Number of Business Days to Resolve  13	Date Hearing Was Completed  Number of Business Days to Resolve  10/25/2013  13  upheld  11/11/2013  24  upheld  n/a  5  Reversal  12/16/2013  1  n/a  n/a  7  n/a  1/10/2014  pending  Determination (Upheld, Overturned Withdrawn)  noverturned Withdrawn)  upheld  noverturned Withdrawn  noverturned Wi	Completed   Comp	Reason for State Fair Hearing (G) State Fair Hearing (G) State Fair Hearing Reason Narrative  Member Code from Reason Summary)  Member contested denial. However under Louisiana Medicaid Policy, Epidural injections for Pain Management is not a covered benefit.  Member contested denial. However under Louisiana Medicaid Policy, Epidural injections for Pain Management is not a covered benefit.  Member contested denial. However under Louisiana Medicaid Policy, Epidural injections for Pain Management is not a covered benefit.  Member contested denial. However under Louisiana Medicaid Policy, Epidural injections for Pain Management is not a covered benefit.  Member contested denial. However under Louisiana Medicaid Policy, Epidural injections for Pain Management is not a covered benefit.  11/11/2013  24 upheld  Pair Reversal  9 12/16/2013  1 withdrawn  9 12/16/2013  1 n/a  1/a  1/a  9 1/10/2014  Pending pending	Reason for State Fair Hearing Reason Narrative Code (Be Specific) (Reason Summary)  Member contested denial. However under Louisiana Medicaid Policy. Epidural injections for Pain Management is not a covered benefit.  Member contested denial. However under Louisiana Medicaid Policy. Epidural injections for Pain Management is not a covered benefit.  Member contested denial. However under Louisiana Medicaid Policy. Epidural injections for Pain Management is not a covered benefit.  Member contested denial. However under Louisiana Medicaid Policy. Epidural injections for Pain Management is not a covered benefit.  Member contested denial. However under Louisiana Medicaid Policy. Epidural injections for Pain Management is not a covered benefit.  Mounds Care 9 1/11/2013 24 upheld  Abdominal/Pelvic CT Scan 9 1/2/16/2013 1 withdrawn  Saphenous Vein Ablation 9 1/2/16/2013 1 withdrawn  Transplant from out of network facility 8 1/10/2014 pending pending	(a) Individual & Relationship to Person Requesting State Fair Hearing (Member, Authorized Rep. or Provider)  Member or  spidural injection for back pain  Member  Memb	Medicald ID of Member Provided ID of Member ID of Member Code from Reason Narrative Provided ID of Member ID of Narrative Code from Reason Narrative Provided ID of Narrative Code from Reason Narrative Provided ID of Narrative Code from Reason Narrative Provided ID of Narrative Code from Reason Narrative Code from Reas

## Oct. - Dec. 2013\_\_\_\_\_ UnitedHealthcare Community Plan Reason Summary Chart

Reason Number Code	Reason	Number of Grievances	Number of State Fair Hearings
1	Quality of Care	6	
2	Accessibility of office		
3	Attitude/Service of staff	5	
4	Quality of office, building		
5	Timeliness	2	
6	Billing and Financial issues		
7	Clinical Criteria Not Met - Durable Medical Equipment		
8	Clinical Criteria Not Met - Inpatient Admissions		1
9	Clinical Criteria Not Met - Medical Procedure		6
10	Prior or Post Authorization		
11	Lack of Information from Provider		
12	Level of Care Dispute		1
13	Not a State Plan Services		
14	Other (Must provide description in narrative column of Summary Reports)		
	TOTALS	13	8

DO NOT ADD OR CHANGE REASON CODES